

# Terms & Conditions

## Taitokerau Northland Tourism Marketing Prospectus 2022-2023

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### BIG FISH CREATIVE LTD: PAYMENT TERMS

- Any Marketing Product booking is made between Big Fish Creative Ltd (bigfish) and the party who made the booking (the 'Advertiser')
- By entering into this advertising Agreement, you agree that all accounts will be paid by the due date stated on the invoice or agreed dates if paying by Automatic Payment over a three month period
- A tax invoice will be sent by email to the Advertiser following the acceptance of an advertising booking
- Accounts being paid by Automatic Payment must be paid in full within 3 months following the invoice date
- Account for payments:  
Big Fish Creative 02-0492-0141888-00
- Trading Name and invoice number are required on all payments
- All accounts not fully paid by the due date or agreed date will incur a 10% late payment penalty fee after the first month overdue

- Any costs including debt collection agency costs and/or legal costs relating to the collection of unpaid debts shall be payable by the Advertiser
- If the Agreement is made with the trustee of a Trust, you accept personal liability for all obligations and liabilities under this Agreement
- Where the Advertiser is a limited liability company, the directors of that company at the time of the advertising Agreement are responsible for all obligations and liabilities under this Agreement
- If the Advertiser has a change of ownership the Advertiser must notify bigfish in writing and agrees that full payment for all outstanding accounts will be made prior to the settlement date for change in ownership or sale of the business, unless otherwise agreed in writing by both parties
- Cancellations for any display product booked for the term of the Agreement with the Far North District Council owned i-SITEs will not be refunded in part or in full



## SPECIFICATIONS, TERMS & CONDITIONS 2022-2023

# NorthlandNZ.com Featured Listings

All listings on the NorthlandNZ website have the option to upgrade to a **FEATURED LISTING** at a cost of \$200+GST (additional products \$60+GST each) for the contract year commencing 1st November 2022.

**FEATURED LISTINGS** can be started at any time of the year at a pro-rata rate.

If you have a current **FEATURED LISTING** on NorthlandNZ.com, you will automatically receive a renewal invoice at the start of the following contract year.

**FEATURED LISTINGS** display at the top of all search results relevant to your product, and in all categories your product is listed in.

**FEATURED LISTINGS** include an eye-catching border and "featured" label.

### BUSINESSES ELIGIBLE TO LIST ON NEWZEALAND.COM

In order to be listed on NewZealand.com and NorthlandNZ.com, eligible businesses need to first register with Tourism New Zealand at <https://register.newzealand.com> and follow the instructions.

These businesses will also have a free listing on NorthlandNZ.com via an automatic data feed.

Updates to your listing text or images are made via your account at <https://register.newzealand.com>

Tourism New Zealand requires all businesses to log in at least annually, otherwise the listing will be deactivated. It is your responsibility to ensure this is done. If your listing has disappeared, you need to log into your account to reactivate it.

### OTHER TOURISM AND VISITOR INDUSTRY BUSINESSES

Tourism New Zealand will not accept listings from the Food & Beverage sector, nor any activity that is free or cannot be booked online, including galleries, specialty retailers, gardens etc.

Businesses who are not eligible to list on NewZealand.com must create their member profile on NorthlandNZ.com and create a product listing there instead.

Updates to your listing text or images are made via your account at <https://www.northlandnz.com/list-your-business-or-event/>

# Taitokerau Northland Trade-Ready Product Directory

The online directory is accessible on the dedicated travel trade section of [NorthlandNZ.com](http://NorthlandNZ.com)

**Trade-Ready Listings** cost \$200+GST (additional products/listings \$60+GST each) for the contract year commencing **1st November 2022**.

Listings can be started at any time of the year at a pro-rata rate.

If you have a current **Trade-Ready Listing** you will automatically receive a renewal invoice at the start of the following contract year.

**Trade-Ready Listings** are grouped into three categories; Trade-Ready Accommodation, Trade-Ready Activities, and Conference and Event Venues.

### LISTING REQUIREMENTS

Trade-ready listings are now self-managed through the new [NorthlandNZ.com business listing portal](#) allowing you to keep your trade-ready listings up to date with no extra fees.

**Trade-Ready Listings** are directed at Inbound tour operators in NZ including cruise, booking agents, international travel wholesalers, selected travel agencies and frontline specialists, online travel agents, airlines, conference associations and organisers, tourism New Zealand offices worldwide.

#### You will need to prepare following information:

- Summary product description
- Full product information (NOTE: descriptions should be targeted at trade not visitors)
- Images: up to 10 landscape format images
- YouTube video URL
- Business logo (jpg, jpeg)
- Contact details and address
- Trip Advisor ID
- Social Media Links

**NorthlandInc**

Growing Northland's Economy  
Kia tupu ai te ōhanga o Te Tai Tokerau

# Whangārei Visitor Guide

**Booking deadline: Mon 7 November**

## IMPORTANT

Template style 1/16 and 1/8 page advertisements will be designed by bigfish in the Whangārei Visitor Guide style. All advertisements 1/4 page or larger must be custom designed or supplied print ready.

## A) TEMPLATE STYLE ADVERTISEMENTS

**Content Deadline: Tues 8 November**

Content Requirements via email:

- 1/16 Page: 1 x image, 1 x logo, short description, contact details: address, phone, email, website
- 1/8 Page: 1x portrait image OR 2 landscape images, 1 x logo, Qualmark logo, 60 word description or bullets, contact details: address, phone, email, website
- Images and logos must not be embedded in a Word document or in the body of an email but should be supplied as attachments in high resolution (300dpi) jpeg files

## B) PRINT READY ADVERTISEMENTS

**Material Deadline: 15 September 2021**

Advertisements should be supplied as:

- Print ready high-res pdf files
- CMYK colours (no spot colours) and all fonts converted to outlines
- 1/16 Page Advert: 93 x 18mm (w x h)
- 1/8 Page Advert: 93 x 39mm (w x h)
- 1/4 Page Advert: 93 x 81mm (w x h)
- 1/2 Page Advert: 93 x 165mm (w x h)
- Full Page Advert: 189x165mm (w x h)
- Back Cover: 200x190mm (w x h) plus 5mm bleed

**Big Fish can custom design your advertisement if required:**

- 1/8 or 1/4 Page custom design \$120+GST
- 1/2 Page or Full Page custom design \$180+GST

To ensure a high quality production, bigfish reserves the right to decline any substandard material. It is the advertiser's responsibility to ensure they hold the appropriate permissions to use the images submitted. The advertiser warrants that the material is accurate in all detail and does not breach any copyright, trademark or Fair Trading Act provision. Advertisers cannot request placement in the publication, as area and product type dictate placement of adverts. bigfish reserves the right to final control over the design and layout of advertisements and may change the publication format from time to time.

## LATE PAYMENT

- Accounts must be paid by the due date or agreed date
- All accounts not fully paid by the due date or agreed date will incur a 10% late payment penalty fee
- Any costs including debt collection agency costs and or legal costs relating to the collection of unpaid debts shall be payable by the Advertiser

## COLLECTIVE ADVERTS

Where a group of advertisers wish to purchase shared space in the Whangārei Visitor Guide, they must nominate a coordinator to be responsible for collating and supplying all advertising material and for collecting monies and making payment on their behalf. bigfish will take no responsibility for the collection of monies from parties involved in collective adverts. Overdue material will be referred to the coordinator for follow up.

## INCOMPLETE PURCHASES AND CANCELLATIONS

Cancellations cannot be accepted after the booking deadline Mon 7 November 2022. Advertising material not submitted by the due date may result in the withdrawal of the space allocation. Missing the deadline does not constitute a cancellation, and full payment will be charged.

## ADVERTISING PROOFS

A maximum of **two** proofs will be sent to the advertiser for approval prior to publication. **Thereafter a charge of \$40 per proof will apply.** It is the advertiser's responsibility to proof all content submitted. Proofs not returned to bigfish by the specified date will be deemed to be approved by the advertiser. Non-return of the proof does not constitute a cancellation and full payment will be charged.

## RIGHT OF REFUSAL

bigfish reserves the right to decline or amend advertising for any reason. From time to time, bigfish may limit the number of space allocations of any type or class of advertisement to ensure that page numbers stay within the printing requirements. Prime positions such as the back cover are booked on a first in first served basis.



## SPECIFICATIONS, TERMS & CONDITIONS 2022-2023

# Far North i-SITE Visitor Information Centres

### ANNUAL SUBSCRIPTION CONTRACT

By entering into the Display Contract with the Far North District i-SITEs, you agree to a 12.5% commission payment on all bookings and successful referrals made by the Far North i-SITE Visitor Information Centres.

- Any bookings made are customer driven
- There are no preferred operator agreements.
- All Suppliers are treated equally
- The i-SITEs do not guarantee any level of business to operators in exchange for payment of display space
- Fees must be paid by the due date or agreed date. Any costs including debt collection agency costs and/or legal costs relating to the collection of unpaid debts shall be payable by the supplier
- All accounts not fully paid by the due date or agreed date will incur a 10% late payment penalty fee
- Suppliers must be contactable by phone and/or have their booking calendar up to date at all times
- When quoting pricing, commission must be included and not added on afterwards
- The cost to the customer must be the advertised retail price, with no additional commission component added whether booked direct with you, or through the i-SITEs
- For any booking that is made where only a deposit is taken, it is the supplier's responsibility to collect the remaining payment from the customer
- When full payment for bookings has been collected at the i-SITE, the supplier will accept their voucher as payment for services booked.  
**At the end of the month, email your invoice (less 12.5% commission) to [accounts@fndc.govt.nz](mailto:accounts@fndc.govt.nz)**
- Invoices need to show:
  - Your business name
  - GST number (if you have one)
  - Bank account name and number
  - Voucher number(s)
  - Total value of the booking(s)
  - 12.5% commission deducted
  - Net amount owed by FNDC

Payments will be made to you on the 20th of each month. Supplier invoices need to be submitted correctly to avoid payment delays

- By entering this Contract you agree that your business has fulfilled all legal requirements and consents to operate
- All revisions regarding prices, times and change of service must be in writing to the i-SITE Visitor Centres

### DISCLAIMER

The Bay of Islands, Far North and Hokianga i-SITE Visitor Centres accept no responsibility for the non-operation of any service reserved through our Centres, where the non-operation is due to operator timetable changes which have not been notified in writing. The Bay of Islands, Far North and Hokianga i-SITE Visitor Centres disclaim any and all liability to any person in respect of the consequences of any failure to operate, accident, or injury which may occur on services reserved and ticketed by the Far North i-SITE Visitor Centres, where supplier error or negligence is the cause.

### REFUND/CANCELLATION POLICIES

- Customer cancellation or failure to show requires immediate notification to the originating i-SITE Visitor Centre
- The i-SITE must be advised where any service booked by the Centres is transferred to another supplier
- If you have a Refund and Cancellation Policy in place, please supply the i-SITEs with your specific terms and conditions.
- Confirmation from the supplier is required for all cancellations whether the supplier or customer cancels the reservation.

### BROCHURE DISPLAYS

- Brochure Display Contract period is one year commencing 1 October 2022. Displays can be started at any time thereafter by arrangement POA
- No refund will be given for early termination of contract
- **A renewal invoice will be automatically sent by email in September each subsequent year**
- The annual fee of \$250+GST includes all three i-SITEs
- For Hokianga or Kaitiāia only the annual fee is \$110+GST
- Second and subsequent DL brochures are charged at the same rate
- Brochure display space is DL size, 100mm x 210mm. Larger size brochures will be charged two spaces
- It is your responsibility to ensure the i-SITEs have sufficient supply of brochures at all times.
- **At the start of a new contract, send or deliver 200 brochures to:**  
Bay of Islands i-SITE Visitor Centre  
Paihia Wharf, 101 Marsden Rd  
Paihia 0252
- They will deliver sufficient quantity to the other 2 i-SITEs

### A2 (PORTRAIT) WALL POSTER (PAIHIA)

- Deliver one LAMINATED copy of your A2 poster to the Paihia i-SITE
- Poster Dimensions: 420mm x 594mm (w x h)
- Banner Display dimensions on application

### A4 (PORTRAIT) WALL POSTER (KAITIĀIA)

- Deliver one LAMINATED copy of your A4 poster to the Kaitiāia i-SITE
- Poster Dimensions: 210mm x 297mm (w x h)

### DVD/VIDEO

- Your DVD/Video will play on rotation on the big screens in all three i-SITEs
- DVD/Video to be supplied on USB, MP4 file format or VIMEO link
- DVD/Video length must be either less than 1 minute (\$420) or 3 minutes (\$1,110)

### BOOKIT

Although we prefer to ring you to check availability, our i-SITEs also process accommodation bookings using the BOOKIT online booking system, so make sure your inventory and rates are kept up to date.

**NOTE: bookings made directly via BOOKIT will not show as being generated by the i-SITE.**

